

## Printer Support

### Service Description

Printer Support provides the configuration and network support necessary to allow users to print, fax, scan and copy documents.

1. **Managed Networked Printer Support:** Installation, configuration to enhance security, and support for agency-owned or leased printers or multifunction devices connected to the state network (MetroNet).

### Service Notes\*

- Printer Support is available at agency locations or physical addresses where the agency also purchases Managed Workstation Services.
- The agency is responsible for the purchasing or leasing of networked printers and multifunction devices.
- Only state-owned printers are supported. Personal printers are not supported.
- This service does not cover standalone photocopiers not connected to the state network.

***\*See Service Detail for additional important Service Notes and Customer Responsibilities.***

### Customer Benefits

- **Efficiency** – Automated printer installation allows users to print documents over the state network in a convenient location close to users' workspace.
- **Security** – Advanced configurations help enhance printer security.
- **Effectiveness** – Better control of printer usage and output through role-based access.

### Service Rates

Service Offering	Cost per Month
Managed Networked Printer Support	Contact ARM

## Printer Support – Service Detail

### This Admin service includes:

#### 1. Networked Printer Support

- Configuration, moves and data sanitation of agency-owned or leased printers.

- Configuration of printers is provided for agencies selecting Managed Workstation with Remote Support and Managed Workstation with On-Site support.
- On-site printer installation at an agency location or physical address is provided only for agencies that have purchased Managed Workstation with On-Site support for that location or physical address.
- For agency locations under Managed Workstation with Remote Support, Admin will provide remote support to a user or agency-contracted vendor resource on-site at the printer's location.
- Advanced printer configurations (e.g., port blocking, restricting web access, default password resets, SNMP).
- Support of multifunction printers contracted from a third party vendor is limited to configuration only, which includes connecting the printer to the network, advanced configurations to help secure the printer, and configuring users to print.
- Ongoing support from the Admin team, including:
  - Troubleshooting, diagnosis and remote assistance using remote assistance tools.
  - Connecting workstation services users to networked printers.
  - Automatic printer connection based on user assigned business roles, providing the ability for users to print to certain printers based on organizational roles (e.g., human resources or legal staff members may access a printer that is not available to other staff to ensure confidentiality of printed material).

## Related Services

A Print Services customer might also be interested in these Admin services which are offered separately:

- Managed Workstation Services – **REQUIRED**

## Service Level Objectives

### **Service Level Targets**

TBD

## Service Notes

- Admin will connect printers to the wired network in work areas, move them as needed and remove them from the network. Users should not connect or disconnect printers to or from the wired network. If users do so, the agency may incur a cost for work performed by Admin to resolve any related issues.
- Admin will coordinate vendor support for hardware failures of printers under warranty. Reasonable effort will be made to service printers out of warranty. However, no guarantee will be provided for returning out of warranty printers back into service.
- Installations or moves of more than five printers at one time will require additional funding. Multiple requests for installations or moves of fewer than five printers within a short period of time may be grouped together by Admin and additional funding will be required.

- Agencies are responsible for providing at least two weeks advanced notice for any installation or move of up to five printers. Installations or moves of more than five printers require more than two weeks advanced notice, and a timeframe will be agreed upon with Admin and the agency based on the complexity of the project and resource availability.
- Work efforts involving installations or moves of more than 25 printers will follow the standard Admin project management methodology. Projects will be scheduled according to project requirements and Admin resource availability. Admin will provide a project cost estimate before beginning work.

## Customer vs. Admin Responsibilities

This section identifies Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
<b>Networked Printer Support</b>		
Purchase networked printers through coordination with Admin.		X
Purchase and replace consumables (e.g., paper, ink cartridges).		X
Purchase printer warranty or hardware support contract with third-party vendor.		X
Asset and warranty management for printers.		X
Contact the DTO Service Desk regarding incidents and service requests, and provide an accurate description of the issue or need.		X
Provide on-site resource to work with remote Admin support staff to install networked printers at agency offices that purchase Remote Workstation Support.		X
Install networked printers at agency locations that also purchase Managed Workstation with On-Site Support.	X	
Provide remote (telephone) support through the DTO Service Desk.	X	
Monitor printer usage and cost per print.		X
Initial troubleshooting (e.g., paper jams, open paper drawers).		X
Escalated troubleshooting for hardware failure/drum replacement.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.